DEC STD 005-1 IN-PLANT PRODUCT HOLD PROCEDURE

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ABSTRACT: This standard describes the procedure for placing a product on hold, removing a product hold, and various communication requirements.

APPLICABILITY: Mandatory for all Digital hardware products.

STATUS: APPROVED 01-Jun-1989; type $VTX SMC for expiration date.

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Responsible Person:	Michael Neuffer		

APPROVAL: This standard has been reviewed and recommended for approval by the general review group for its category, which includes the Manufacturing Group Quality Managers. It has been updated with clerical changes only, by the standard owner.

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MLO4-2/T65, DTN: 223-4129, CPSR1::NEUFFER

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1 INTRODUCTION

1.1 PURPOSE

This section describes the procedure for placing a product on hold and removing a product hold.

1.2 SCOPE

This procedure is used to stop shipment of product. The necessity of placing a product on hold may arise as a result of any of the following:

a. OPAL message *refer to DEC STD 005-0 Operational Alert (OPAL) Procedure*

b. Product safety problem discovered within a specific manufacturing plant

c. Investigation that establishes that a potential safety hazard exists in a manufactured product

1.3 RESPONSIBILITIES

1.3.1 Plant Quality Managers

Plant Quality Managers are responsible for implementing the requirements of this section of DEC STD 005.

1.3.2 Plant Product Safety Coordinators

Plant Product Safety Coordinators are responsible for making sure that appropriate plant personnel are aware of the procedures in this section.

1.3.3 Plant Personnel

Plant personnel are responsible for assisting the Plant Quality Manager with the procedures described in subhead 2 of this section.

1.4 REFERENCED FORM

MR QC-009-N1176 Product Hold Tag

Product Hold Tags, similar to the one in Figure 1-1, must be available in each Manufacturing facility. This is the responsibility of the Plant or Facility Quality Manager.

2 PROCEDURE

A formal method for notifying Digital facilities of a product hold is the OPAL message. Instructions for generating the OPAL message are provided in section 0.

2.1 IMPLEMENTING A PRODUCT HOLD

Upon receipt of an OPAL message that requires a product hold, the Plant Quality Manager shall:

1. Notify the Group Quality Manager and Business Managers that all shipments of the product must be controlled according to product hold instructions.
2. Determine and record the serial numbers (or other individual unit identifiers) of all affected products (those that have been shipped and those that are still in the plant).
3. Place a product hold tag (see Figure 1) or equivalent tag on each unit and make an inventory of all tagged units, indicating serial numbers (or other individual unit identifiers) and their location in the plant.
4. Locate and impound any defective materials that may be involved.
5. Coordinate these actions with, and report the results of these actions to, the Group Quality Manager or representative.
6. Coordinate actions required to correct the problem within the plant and with other affected plants, vendors, and Group Quality Managers if necessary.
7. Ensure that all affected products are fixed, and notify the originator of the product hold when this has been done.
8. Produce a written report of the problem, and send this report to the product hold originator. (See subhead 2.2, step 3).

Figure 1: Sample Product Hold Tag

2.2 REMOVING A PRODUCT HOLD

Upon receiving notification to remove a product hold, the Plant Quality Manager shall:

1. Remove product hold tags from the fixed units and make sure they match the inventory list prepared as described in 2.1.
2. Allow shipments of the product to resume.
3. Document the following information:
   a. Problem description and the reason for the product hold.
   b. Date product hold was implemented and by whose authority.
   c. Products affected in plant, by serial numbers (or other unit identifiers).
   d. Products shipped prior to implementing the product hold, by serial numbers (or other unit identifiers). This list shall also state where each unit was shipped.
   e. The action taken to correct the problem.
   f. The disposition of any defective materials involved.
   g. The date the product hold was removed.
4. Submit this documentation to the originator of the product hold.
5. Submit a copy of the documentation to the Plant Quality Manager, to be maintained in his or her file.

3 COMMUNICATIONS REQUIREMENTS

3.1 CONTACTS

Plant Quality Manager shall maintain an up-to-date list of the name, location, and telephone numbers for the following key contacts:

a. Corporate Product Safety and Regulations manager
b. Field Service Product Safety
c. Manufacturing Product Safety and Regulations Manager
d. Manufacturing Group Product Safety Manager
e. All Plant Product Safety Coordinators
f. Business and Quality Managers for their plant
g. Manufacturing Group Quality Managers
h. Header Managers

3.2 HARD COPY CONFIRMATION

All information communicated by telephone that needs to be documented for record keeping, or that verifies the accuracy of data, shall be confirmed by memo.

3.3 RELEASE OF INFORMATION

All oral or written communications shall be considered and handled as Digital Confidential. Information that pertains to a product safety hold shall not be released or distributed outside of Digital unless authorized by Corporate Product Safety and the Law Department.

APPENDIX A

REFERENCED DOCUMENTS

A.1 EL-Class Digital Documents

EL-Class Number	Document Title
EL-00005-00	*DEC STD 005-0 Operational Alert (OPAL) Procedure*

Copies of Digital EL-Class documents may be obtained from Standards and Methods Control, NRO4/D4, DTN: 287-3724, JOKUR::SMC, or via VTX SMC.

Please provide your name, mailstop, cost center, badge number, and node address when ordering.

A.2 Other Documents

Document Number	Document Title
MR QC-009-N1176	*Product Hold Tag*

This form is available in each Manufacturing facility. Contact the Plant or Facility Quality Manager.

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